



The Commonwealth of Massachusetts
EXECUTIVE OFFICE OF PUBLIC SAFETY AND SECURITY
STATE 911 DEPARTMENT
1380 Bay Street, Building C ~ Taunton, MA 02780-1088
Tel: 508-828-2911 ~ TTY: 508-828-4572 ~ Fax: 508-828-2585
www.mass.gov/e911



DEVAL L. PATRICK
Governor

KEVIN M. BURKE
*Secretary of Public Safety
and Security*

TIMOTHY P. MURRAY
Lieutenant Governor

FRANK POZNIAK
Executive Director

Commonwealth of Massachusetts
E-911
VoIP Service Providers
7x24 NOTIFICATIONS FOR
PLANNED AND UNPLANNED 9-1-1 OUTAGES

Effective immediately, all VoIP Service Providers (VSPs) and their agents in the Commonwealth of Massachusetts are requested to comply with the following procedures. Notify the State 911 Department and the Verizon 9-1-1 Customer Care Center (CCC) of planned and unplanned outages that impact a citizen's ability to access 9-1-1.

Planned Outages:

1. At least 72 hours (or three business days) prior to the planned outage, VSPs or its agent must contact the State 911 Department by email or fax and provide the following:
 - Date and time of planned outage
 - Duration of planned outage
 - Wire centers
 - Name, address, and telephone number (cell & pager if available) of company contact during outage

The State 911 Department will notify the Verizon CCC and the affected PSAP(s) of the planned outage.

2. After the planned outage, the VSP or its agent must test their network as soon as possible to make sure that 9-1-1 calls can be completed successfully, thereby assuring no translations or network connections were lost.
3. When the testing is complete, the VSP or its agent shall notify the CCC, @ 1-800-391-1435 and advise them the service is restored and test calls were successfully completed. The CCC shall notify the State 911 Department via

an alpha-page that planned event is complete and the affected PSAP(s) have been notified.

Unplanned Outages:

In the event of an unplanned outage that results in a VSP or its agents network, from completing 911 calls, the following procedure shall be implemented:

1. The VSP shall immediately contact the Verizon CCC, 1-800-391-1435 or 1-978-691-4710 and notify them of the outage and provide the following details:
 - Define outage in detail.
 - Provide an estimated time of repair.
 - Explain the effect on 9-1-1 calls e.g. to where are 911 calls routing.
 - Provide name and telephone number (cell & pager if available) of company representative during outage.
 - The CCC shall notify the State 911 Department (via an alpha-page) and the affected PSAP(s) of the service outage.
2. When service has been restored, the VSP or its agent shall test their network assuring that 9-1-1 calls can be successfully completed.
3. When the testing is complete, the VSP or its agent shall notify the CCC, @ 1-800-391-1435 and advise that service is restored. The Verizon CCC shall notify the State 911 Department via an alpha-page and contact the affected PSAP(s) that service has been restored.